

What is claimed:

1. A system for routing international calls to a toll-free number of a customer in accordance with a customized routing service, the system comprising:

an international gateway that receives a call to the customer's toll-free number and populates a first portion of a calling party number field with at least data indicating that the call originated in a non-domestic country;

a network switch that receives the call from the international gateway based on at least an identification of a carrier associated with the toll-free number; and

a customized routing service platform that receives the call and the non-domestic call origination data from the network switch, the platform determining a destination number based on the non-domestic call origination data and routing instructions received from a web server, accessible by the customer via a packet switched data network, the platform forwarding at least the destination number to the network switch for routing the call to the destination number.

2. The system for routing international calls to a toll-free number according to claim 1, in which the international gateway populates a second portion of the calling party number field with data indicating a country in which the call originated.

3. The system for routing international calls to a toll-free number according to claim 2, in which the routing instructions identify the destination number based on the country in which the call originated.

4. The system for routing international calls to a toll-free number according to claim 2, in which the data indicating the country in which the call originated comprises a country code.

5. The system for routing international calls to a toll-free number according to claim 4, in which the first portion and the second portion of the calling party number field comprise an NPA portion and an NXX portion, respectively.

6. The system for routing international calls to a toll-free number according to claim 1, the customized routing service platform further comprising:

a platform switch that suspends the call received from the switch; and

a database server that stores the routing instructions received from the web server and determines the destination number based on the stored routing instructions, the database server forwarding at least the call destination number to the platform switch in response to a query;

the platform switch forwarding at least the call destination number to the network switch.

7. The system for routing international calls to a toll-free number according to claim 6, the platform switch further releasing a trunk between the network switch and the platform switch via release link transfer.

8. The system for routing international calls to a toll-free number according to claim 1, the customized routing service platform further comprising:

a service control point that accesses the routing instructions received from the web server and determines the destination number based on the routing instructions, the service control point forwarding at least the call destination number to the network switch in response to a query;

the network switch suspending the call while the service control point determines the call destination number.

9. The system for routing international calls to a toll-free number according to claim 1, the customized routing service platform further comprising:

an interactive voice response unit that queries a calling party through the network switch in accordance with a predetermined script received from the web server, the platform selecting the predetermined script based on at least the non-domestic call origination data received from the network switch.

5 10. The system for routing international calls to a toll-free number according to claim 1, in which the destination number comprises a plain old telephone service directory number.

 11. The system for routing international calls to a toll-free number according to claim 1, in which the destination number comprises at least one of a switch
10 identification number and a trunk group number.

 12. A method for routing international calls to a toll-free number of a customer in accordance with a customized routing service, the method comprising:

 receiving instructions from the customer via a packet switched data network associating the toll-free number with a first destination number of the customer for
15 calls to the toll-free number originating in a first non-domestic country;

 populating a calling party number field of a call to the toll-free number originating in the first non-domestic country with at least a first code corresponding to the first non-domestic country; and

 routing the call to the first destination number in accordance with the received
20 instructions, based on the first code.

 13. The method for routing international calls to a toll-free number according to claim 12, in which the packet switched data network comprises a public Internet.

 14. The method for routing international calls to a toll-free number according to claim 12, in which the first destination number comprises one of a plain old

telephone service directory number, a switch identification number and a trunk group number.

15. The method for routing international calls to a toll-free number according to claim 12, further comprising:

5 receiving instructions from the customer via the packet switched data network associating the toll-free number with a second destination number of the customer for calls to the toll-free number originating in a second non-domestic country;

populating a calling party number field of a call to the toll-free number originating in the second non-domestic country with at least a second code
10 corresponding to the second non-domestic country; and

routing the call to the second destination number in accordance with the received instructions, based on the second code.

16. The method for routing international calls to a toll-free number according to claim 12, further comprising:

15 routing a call to the toll-free number originating domestically to a third destination number in accordance with the received instructions.

17. A system for routing international calls to an international toll-free number of a customer in accordance with a customized routing service, the system comprising:

20 an international gateway that receives a call to the customer's international toll-free number, the international gateway translating the international toll-free number into a pseudo toll-free number and populating a calling party number field of an automatic number identification (ANI) signal with at least data indicating that the call originated in a non-domestic country;

a network switch that receives the call from the international gateway based on at least an identification of a carrier associated with at least one of the international toll-free number and the pseudo toll-free number; and

a customized routing service platform that receives the call and the non-domestic call origination data from the network switch based on the pseudo toll-free number, the platform determining a destination number based on the non-domestic call origination data and routing instructions received from a web server, accessible by the customer via a packet switched data network, the platform forwarding at least the destination number to the network switch for routing the call to the destination number.

18. The system for routing international calls to a toll-free number according to claim 17, in which the international gateway populates a second portion of the calling party number field with data indicating a country in which the call originated.

19. The system for routing international calls to a toll-free number according to claim 18, in which the routing instructions identify the destination number based on the country in which the call originated.

20. The system for routing international calls to a toll-free number according to claim 17, the customized routing service platform further comprising:

a platform switch that suspends the call received from the switch; and

a database server that stores the routing instructions received from the web server and determines the destination number based on the stored routing instructions, the database server forwarding at least the call destination number to the platform switch in response to a query;

the platform switch forwarding at least the call destination number to the network switch.

21. The system for routing international calls to a toll-free number according to claim 17, the customized routing service platform further comprising:

a service control point that accesses the routing instructions received from the web server and determines the destination number based on the routing instructions, the service control point forwarding at least the call destination number to the network switch in response to a query;

the network switch suspending the call while the service control point determines the call destination number.

22. The system for routing international calls to a toll-free number according to claim 17, the customized routing service platform further comprising:

an interactive voice response unit that queries a calling party through the network switch in accordance with a predetermined script received from the web server, the platform selecting the predetermined script based on at least the non-domestic call origination data received from the network switch.